

Operational Recovery Plan Responsibilities for CALSTARS Agencies

The following information is provided to assist California State Accounting and Reporting System (CALSTARS) User Agencies with Operation Recovery Planning related to a disruption of normal CALSTARS operations.

The CALSTARS programs and files are stored and run on the shared equipment located at the Cannery Campus (formerly HWDC or HHSDC) of the Department of Technology Services (DTS). The DOF CALSTARS Unit, which is responsible for maintaining and running CALSTARS, connects to the Cannery Campus computers in a manner similar to the way CALSTARS User Agencies connect to the Cannery Campus. Some CALSTARS User Agencies connect directly to the Cannery Campus. Other CALSTARS User Agencies connect to the Gold Camp Campus (formerly the Teale Data Center) and access CALSTARS at the Cannery Campus via a gateway connection.

There are three major points at which a disruption may occur:

1. An individual user agency may lose their normal connectivity to CALSTARS. In an extreme event, the agency will be unable to enter their normal workspace due to fire, flood or other catastrophic event for an extended period of time.
2. The DOF CALSTARS Unit staff may lose our normal connectivity to the Data Center. In an extreme event, the DOF CALSTARS Unit will not be able to enter our normal workspace due to fire, flood or other catastrophic event for an extended period of time.
3. Cannery Campus and/or the Gold Camp Campus may be down.

The remainder of this document provides information to assist agencies to plan for these disruptions.

Disruption of Agency Connectivity to CALSTARS

When a disruption of an individual agency's connectivity to CALSTARS occurs, it is the agency's responsibility to re-establish connectivity (with assistance from DOF CALSTARS Unit as necessary). In severe instances, it may be necessary to establish connectivity to CALSTARS from an alternate site. It is recommended that each agency identify an alternative site from which they can conduct accounting business and connect to CALSTARS. Agencies may enter into mutual aid agreements with other CALSTARS agencies to provide emergency work locations. When selecting an alternative site, consider the following:

- The alternative site should not be located in the same building.
- The alternative site should already be connected to CALSTARS.
- There is no need to notify the DOF CALSTARS Unit in advance.
- The DOF CALSTARS Unit has very limited space available. In the past, agencies have occasionally used the CALSTARS Training Room as an emergency work location. However, the Training Room is already in use several days each week during most of the year.

Disruption of DOF CALSTARS Unit Services

The DOF CALSTARS Unit connects to CALSTARS at the Cannery Campus via a gateway connection through the Gold Camp Campus. The potential loss of the DOF CALSTARS Unit's connection to CALSTARS will have no immediate effect on an individual agency's ability connect to or use CALSTARS. The nightly batch processes will continue to be executed from remote connections. If the DOF CALSTARS Unit is unable to enter our offices, we will continue to assist client agencies with other services from remote locations. The CALSTARS News will be used to communicate with agencies.

Disruption of Cannery Campus and/or Gold Camp Campus Services

The CALSTARS programs and files reside at the Cannery Campus. Agencies connect directly to the Cannery Campus or connect indirectly to the Cannery Campus via a direct connection to the Gold Camp Campus.

If the Gold Camp Campus becomes non-operational, agencies that connect via the Gold Camp Campus will be unable to connect to CALSTARS. Working with the DOF CALSTARS Unit, agencies could re-establish connectivity via an alternate site that connects directly to the Cannery Campus.

If the Cannery Campus is non-operational, CALSTARS will be down. CALSTARS is dependent upon DTS to re-establish their operations. The outage period will be dependent upon the severity of the problem at the Cannery Campus. In the event of a major outage, agencies must be prepared to manually process claim schedules, remittances and other critical accounting functions.

If you have questions, please call the CALSTARS HOTLINE at (916) 327-0100, CNET 467-0100 or e-mail HOTLINE@dof.ca.gov.